

State of Iowa - Return on Investment Program / IT Project Evaluation**SECTION 1: PROPOSAL**

Tracking Number (For Project Office Use)

Project Name: Digital Government Date: 10-2-2kAgency Point of Contact for Project: Dan CombsAgency Point of Contact Phone Number / E-mail: dan.combs@its.state.ia.us

Executive Sponsor (Agency Director or Designee) Signature: _____

Is this project necessary for compliance with a Federal standard, initiative, or statute? (If "Yes," cite specific requirement, attach copy of requirement, and explain in Proposal Summary) ☐ Yes ☒ No

Is this project required by State statute? (If "Yes," explain in Proposal Summary) ☐ Yes ☒ No

Does this project meet a health, safety or security requirement? (If "Yes," explain in Proposal Summary) ☐ Yes ☒ No

Is this project necessary for compliance with an enterprise technology standard? (If "Yes," explain in Proposal Summary) ☐ Yes ☒ No

Does this project contribute to meeting a strategic goal of government? (If "Yes," explain in Proposal Summary) ☒ Yes ☐ No

Is this a "research and development" project? (If "Yes," explain in Proposal Summary) ☐ Yes ☐ No

PROPOSAL SUMMARY:

In written detail, explain why the project is being undertaken and the results that are expected. This includes, but is not limited to, the following:

1. A pre-project (before implementation) and a post-project (after implementation) description of the system or process that will be impacted.

Response: Historically, State Government has operated as a loose coalition of agencies that concentrate on individual areas of service or activity that affect citizens. There has been little coordination between departments to provide simple, easy access to government services or information, or to provide for simpler, less expensive compliance with government requirements. The mechanisms and incentives did not exist to work across agency boundaries to develop common systems and delivery methods.

The State of Iowa has begun to develop a small, loosely related collection of electronic services and access methods for citizens. Digital Government will provide more of the structure and connectivity to create "government when and where Iowans want."

The Digital Government package will extend the number of access points for citizens, expand the universe of electronic services, allow for better integration of government services and reduce the “hidden tax burden” on citizens. The specific proposals will need to be developed in coordination with various state agencies, but will include projects such as:

- A. Increasing the number of public access terminals. The Iowa Lottery has chosen new terminals that are adaptable to other uses and discussions have begun to develop other applications that can be accessed through these and other terminals. By working with a number of agencies and coordinating efforts cost sharing opportunities have arisen, the public will have a greater number and more comprehensive distribution of access points to electronic government. This project would extend that access to cover some gaps in the coverage geographically and demographically.
- B. Creating the architecture and piloting a Government-Citizen Relationship Management system. This program will enhance the citizen experience by allowing customization of the information delivered, electronic reminders for renewals, reduction in the amount of duplicate information to enter and other improvements.
- C. Creating a “Common Intake System” for government programs. At least three agencies have indicated a desire to create a system to simplify the enrollment process for government services. The agencies have expressed a desire to better serve citizen clients by easing the process for applying and receiving government assistance. By coordinating efforts the process can be improved and costs shared for common elements. The G-CRM system above, the e-forms system and Benefits distribution system below will produce a substantial portion of the software to develop a common intake system. The combination of these projects would produce a powerful, integrated system to better deliver services to Iowans.
- D. Deploying electronic information management system. (e-forms). Creating electronic interactive forms will reduce tremendously the cost of collecting, filing and processing information. Case studies show tremendous reductions in overhead and improvement of services are possible using such systems.
- E. Extending electronic licensing and permitting. Some professional licenses can be renewed electronically now and the range will be extended to more types of licenses and permits and the system will be developed to include new license applications.
- F. Electronic payments. Increasing ways that the State of Iowa can receive payments to mirror those of the private sector. Many businesses provide a range of methods to accept payments and the state can develop similar systems
- G. Extending the methods of distributing benefits. Plans are being developed to increase the available outlets for government payments and disbursements.
- H. Increasing the realm of electronic tax filing. The range of types of tax filings that can be accomplished electronically will be extended.
- I. Extending the capabilities of BLIC (Business Licensing Information Center) to include electronic registration for businesses and business licenses.
- J. Print server management system. Allows for easy communication and selection of various printers in the Printing Division for high speed, high volume and special fulfillment needs.

Some of the projects that will be developed this year will be agency specific. Those projects may coincide or effect enterprise projects. In the process of evaluating the pool of IT projects there will be overlap, coordination, and cost sharing possibilities. The final project list for this year will determine the benefits to be derived, the cost of the pool of projects and the return on investment to be obtained.

2. A summary of the extent to which the project provides tangible and intangible benefits to either Iowa citizens or to State government. Included would be such items as qualifying for additional matching funds, improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, complying with enterprise technology standards, meeting a strategic goal, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, complying with federal or state laws, etc.

Response: These projects are aimed at one target, improving government for Iowans. These projects will make being an Iowan easier, cheaper and better. Citizens will have more access to government information forms and programs will be available when and where Iowans want. The range of services accessible will quickly expand as we develop the infrastructure and the applications that people want. The cost of delivering service will be reduced as more citizens can self-serve electronically and those who choose to use counter service should find the lines and wait times shorter.

3. A summary that identifies the project stakeholders and how they are impacted by the project.

Response: to some extent these programs will affect all Iowans. As services can be provided cheaper, quicker and better all Iowans will benefit. Less tax dollars will be required to do the same work or the same tax dollars will go farther. These systems will allow employees to work on higher-level tasks as labor such as data entry is reduced.

State employees will find the filing, record-keeping portions of their jobs simplified and/or reduced. It will be easier to manage information flow through the organization. This leads to better accounting for expenditures and improved analysis of program outcomes.

Agencies will be able to develop applications quicker, easier, and cheaper. Department personnel will be able to concentrate more of their resources on the primary functions of their departments rather than information technology. Costs for development can be reduced by cooperation between agencies and resultant cost sharing opportunities. Integration costs will be reduced by standardized elements, open standards development and compatible platforms and systems.

SECTION 2: PROJECT PLAN

Individual project plans will vary depending upon the size and complexity of the project. A project plan includes the following information:

1. Agency Information

Project Executive Sponsor Responsibilities: Identify, in Section I, the executive who is the sponsor of the project. The sponsor must have the authority to ensure that adequate resources are available for the entire project, that there is commitment and support for the project, and that the organization will achieve successful project implementation.

Response: Dan Combs. Director of Digital Government.

Organization Skills: Identify the skills that are necessary for successful project implementation. Identify which of these skills are available within the agency and the source(s) and acquisition plan for the skills that are lacking.

Response: There are a variety of skills necessary: project management; use case analysis, programming skills of various types. As the final list of projects is developed in conjunction with the Governor and other departments then the precise mix can be determined

2. Project Information

Mission, Goals, Objectives: The project plan should clearly demonstrate that the project has developed from an idea to a detailed plan of action. The project plan must link the project to an agency's mission, goals, and objectives and define project objectives and how they will be reached. The project plan should include the following:

Response: When the final list is created then each of the projects will have the following questions answered.

- A. **Expectations:** A description of the purpose or reason that the effort is being undertaken and the results that are anticipated.
- B. **Measures:** A description of the set of beliefs, tradeoffs and philosophies that govern the results of the project and their attainment. How is the project to be judged or valued? What criteria will be used to determine if the project is successful? What happens if the project fails?
- C. **Environment:** Who will provide input (e.g., businesses, other agencies, citizens) into the development of the solution? Are others creating similar or related projects? Are there cooperation opportunities?
- D. **Project Management and Risk Mitigation:** A description of how you plan to manage the project budget, project scope, vendors, contracts and business process change (if applicable). Describe how you plan to mitigate project risk.
- E. **Security / Data Integrity / Data Accuracy / Information Privacy:** A description of the security requirements of the project? How will these requirements be integrated

into the project and tested. What measures will be taken to insure data integrity, data accuracy and information privacy?

3. Current Technology Environment (Describe the following):

A. Software (Client Side / Server Side / Midrange / Mainframe)

- Application software
- Operating system software
- Interfaces to other systems: Identify important or major interfaces to internal and external systems

B. Hardware (Client Side / Server Side / Mid-range / Mainframe):

- Platform, operating system, storage and physical environmental requirements.
- Connectivity and Bandwidth: If applicable, describe logical and physical connectivity.
- Interfaces to other systems: Identify important or major interfaces to internal and external systems.

4. Proposed Environment (Describe the following):

A. Software (Client Side / Server side / Mid-range / Mainframe)

- Application software.
- Operating system software.
- Interfaces to other systems: Identify important or major interfaces to internal and external systems.
- General parameters if specific parameters are unknown or to be determined.

B. Hardware (Client Side / Server Side / Mid-range / Mainframe)

- Platform, operating system, storage and physical environmental requirements.
- Connectivity and Bandwidth: If applicable, describe logical and physical connectivity.
- Interfaces to other systems: Identify important or major interfaces to internal and external systems.
- General parameters if specific parameters are unknown or to be determined.

Data Elements: If the project creates a new database the project plan should include the specific software involved and a general description of the data elements.

Project Schedule: A schedule that includes: time lines, resources, tasks, checkpoints, deliverables and responsible parties.

SECTION 3: Return On Investment (ROI) Financial Analysis

Response: As the final list of projects is developed then each will have an ROI Analysis to accompany it.

Project Budget:

Provide the estimated project cost by expense category.

Personnel.....	\$	_____
Software.....	\$	_____
Hardware.....	\$	_____
Training.....	\$	_____
Facilities.....	\$	_____
Professional Services.....	\$	_____
Supplies.....	\$	_____
Other (Specify).....	\$	_____
Total.....	\$	<u>\$7,000,000</u>

Project Funding:

Provide the estimated project cost by funding source.

State Funds.....	\$	<u>7,000,000</u>	<u>100</u>	% of total cost
Federal Funds.....	\$	_____	_____	% of total cost
Local Gov. Funds.....	\$	_____	_____	% of total cost
Private Funds.....	\$	_____	_____	% of total cost
Other Funds (Specify).....	\$	_____	_____	% of total cost
Total Cost:	\$	<u>7,000,000</u>	<u>100</u>	% of total cost

Provide the estimated project cost by fiscal year.

How much of the cost would be incurred by your agency
from normal operating budgets (staff, equipment, etc.)?\$_____ %

How much of the cost would be paid by requested State IT project funds? \$_____ %

Identify, list, and quantify all annual maintenance expenses (State Share) related to the project.

Identify, list, and quantify any other future expenses (State Share) related to the project.

ROI Financial Worksheet Directions (Attach Written Detail as Requested):

Annual Pre-Project Cost -- Quantify, in written detail, all actual State government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation. This section should be completed only if State government costs are expected to be reduced as a result of project implementation.

Annual Post-Project Cost -- Quantify, in written detail, all estimated State government direct and indirect costs associated with activity, system or process after project implementation. This section should be completed only if State government costs are expected to be reduced as a result of project implementation.

State Government Benefit -- Subtract the total “Annual Post-Project Cost” from the total “Annual Pre-Project Cost.” This section should be completed only if State government costs are expected to be reduced as a result of project implementation.

Citizen Benefit -- Quantify, in written detail, the estimated annual value of the project to Iowa citizens. This includes the “hard cost” value of avoiding expenses (hidden taxes) related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on or waiting for the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses.

Opportunity Value/Risk or Loss Avoidance Benefit -- Quantify, in written detail, the estimated annual benefit to Iowa citizens or to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Total Annual Project Benefit -- Add the values of all annual benefit categories.

Total Annual Project Cost -- Quantify, in written detail, the estimated annual new cost necessary to implement and maintain the project including consulting fees, equipment retirement, ongoing expenses (i.e. labor, etc.), other technology (hardware, software and development), and any other specifically identifiable project related expense. In general, to calculate the annual hardware cost, divide the hardware and associated costs by three (3), the useful life. In general, to calculate the annual software cost, divide the software and associated costs by four (4), the useful life. This may require assigning consulting fees to hardware cost or to software cost. A different useful life may be used if it can be documented.

Benefit / Cost Ratio -- Divide the “Total Annual Project Benefit” by the “Total Annual Project Cost.” If the resulting figure is greater than one (1.00), then the annual project benefits exceed the annual project cost. If the resulting figure is less than one (1.00), then the annual project benefits are less than the annual project cost.

ROI -- Subtract the “Total Annual Project Cost” from the “Total Annual Project Benefit” and divide by the amount of the requested State IT project funds.

Benefits Not Cost Related or Quantifiable -- List the project benefits and articulate, in written detail, why they (IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal,

etc.) are not cost related or quantifiable. Rate the importance of these benefits on a “1 – 10” basis, with “10” being of highest importance. Check the “Benefits Not Cost Related or Quantifiable” box in the applicable row.

ROI Financial Worksheet

Annual Pre-Project Cost - How You Perform The Function(s) Now

FTE Cost (salary plus benefits):	
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	
A. Total Annual Pre-Project Cost:	

Annual Post-Project Cost – How You Propose to Perform the Function(s)

FTE Cost:	
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	
B. Total Annual Post-Project Cost:	
State Government Benefit (= A-B):	

Annual Benefit Summary

State Government Benefit:	
Citizen Benefit (including quantifiable “hidden taxes”):	
Opportunity Value and Risk/Loss Avoidance Benefit:	
C. Total Annual Project Benefit:	
D. Total Annual Project Cost:	
Benefit / Cost Ratio (C / D):	_____
ROI (C – D / Requested State IT Project Funds):	_____ %

☐ Benefits Not Cost Related or Quantifiable (including non-quantifiable “hidden taxes”)

